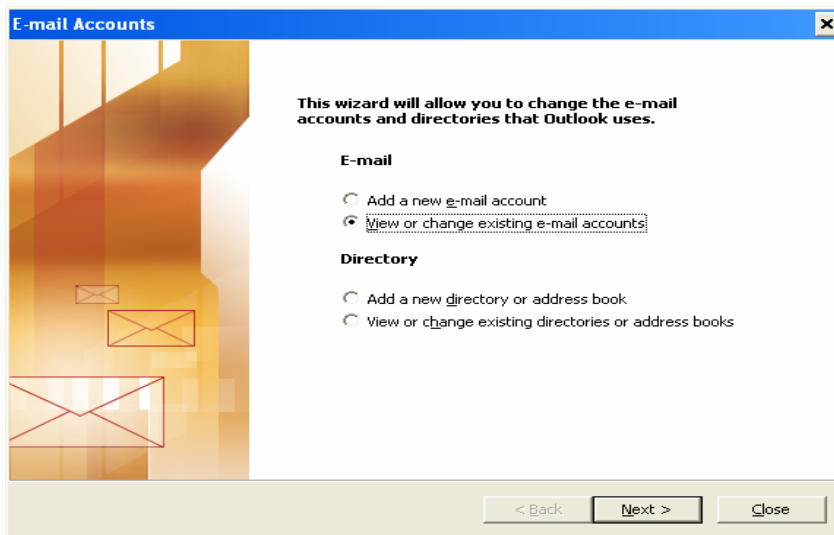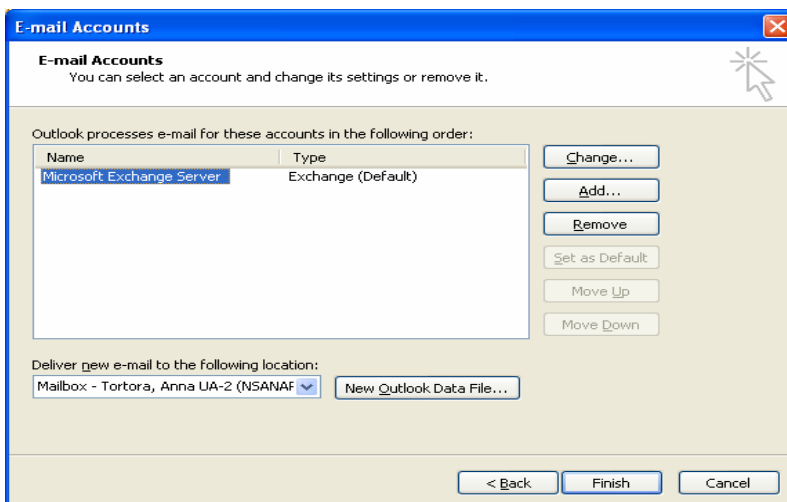|	IT Policies, Processes & Procedures Title: How to create and retrieve a .PST file	**Document #:** x.xx.xx. **ITIL Ref:** x.x **Date:** May 9, 2006 **Version:** 2

Standard Operating Procedure
How to create and retrieve a .PST file

To create a new .pst file from Outlook using the **Tool** menu, follow these steps:

1. On the **Tool** menu, click E-Mail accounts
2. Click **View or change existing E-mail accounts**, and then click **Next**.

3. In the **E-Mail Accounts** dialog box, click **New Outlook Data File**.

4. In the **Types of storage** area, select **Office Outlook Personal Folders File (.pst)** to create a new Outlook 2003 .pst file. **Click OK**.
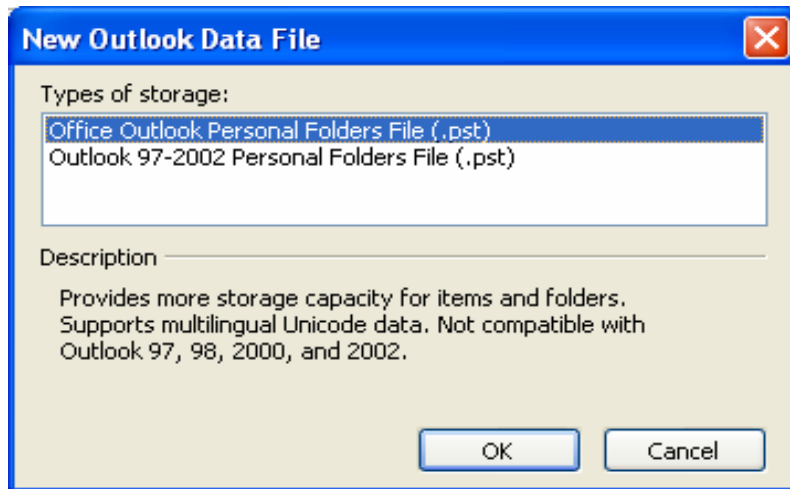
5. In the Save in: box, select your H: (home drive) location or select your local drive.

Note: Be aware that if you select your local drive the information is not backed up unless you make your own backups. If you select the H: drive (it can reach a max of 850 MB) it will be backed up by IT department and/or you can save your .pst file to a CD/DVD for future access.
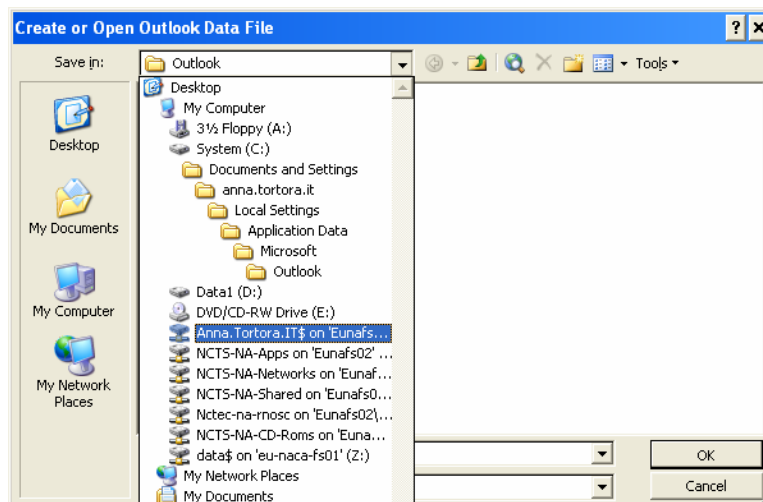
In the **File Name** box, type a name for the new .pst file, or you can use the default name.   Click **OK**.
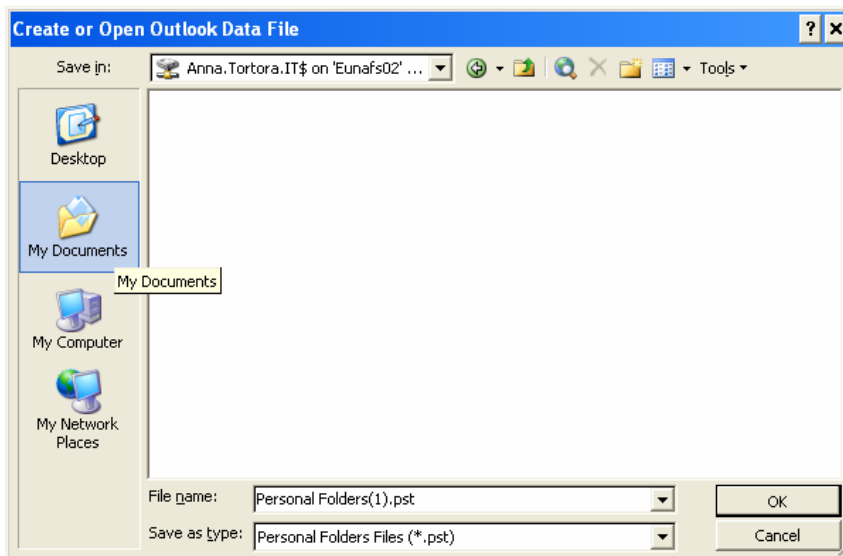
6. In the **Name** field box, type a title for the .pst file, or you can use the default title of Personal Folders. The title that you enter in the **Name** box is the name that is used on the Outlook 2003 **All Mail Folders** list, and it is applied to any shortcuts that are made for the .pst file on the Outlook bar. Click **OK**.
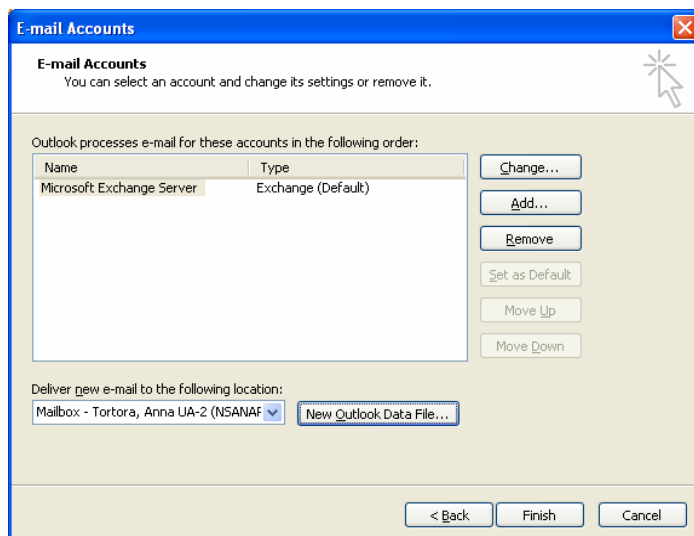
It might also happen that while following instructions for step 6 the screen below displays. **Click OK**.

7. When the E-mail Accounts screen displays press **Finish**.

How to retrieve a .PST file from a CD/DVD

Copy the .PST file from your CD/DVD to your local drive (C: or D:). (By doing so you are taking out the *Read only* attribute from your .PST file). Then open Outlook and follow the above instruction to step 4. When the Create or Open Outlook Data File window appears, select your local drive and position on the .pst file that you have copied. Click OK.
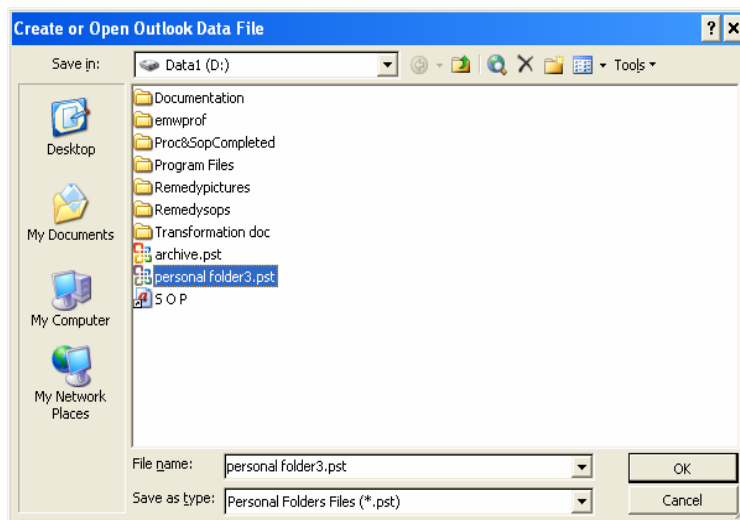
In the **Name** field box, type a title for the .pst file, or you can use the default title of Personal Folders.
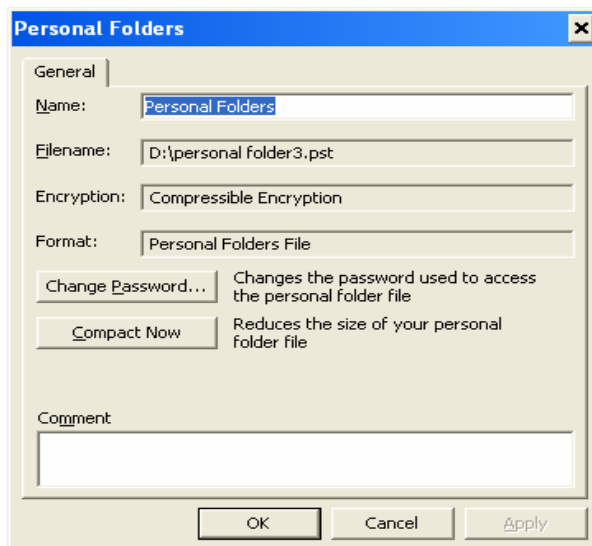
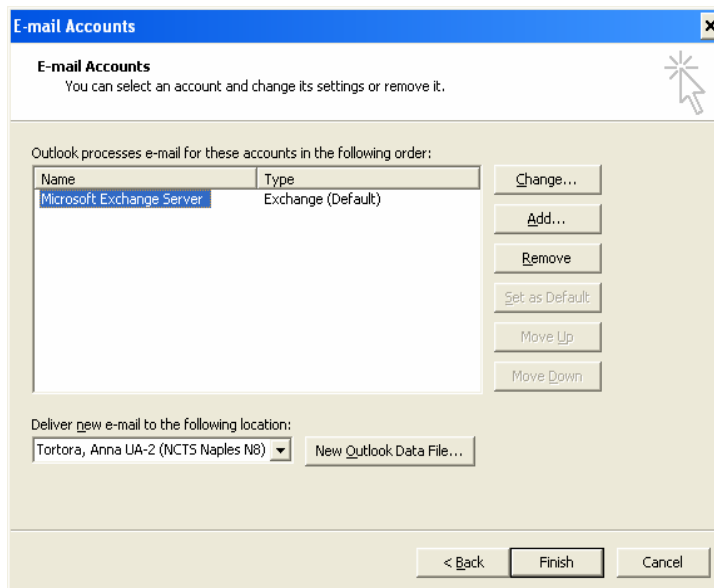|	IT Policies, Processes & Procedures **Title:** How to create and retrieve a .PST file	**Document #:** x.xx.xx. **ITIL Ref:** x.x **Date:** May 9, 2006 **Version:** 2

Then press **Finish.**

This will take you back to your Outlook main screen. The file you just copied will show in the All Mail Folder List.